

# Reset the Catalyst Express 500 Series Switches to Default Factory Settings

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## Introduction

### Prerequisites

- Requirements

- Components Used

- Conventions

### Background Information

#### Reset to Factory Defaults

- Reset the Switch Using the Device Manager

- Reset the Switch When the Device Manager Is Not Available

- Initial Switch Configuration

### Related Information

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## Introduction

In certain situations, it is desirable to restore the Catalyst switch configuration to the original default factory settings. This is useful when you want to remove an undesirable configuration that is in the switch. If you have configured a switch and the configuration has become very complex, or if you want to move a switch from one network to other, or if you forget the password for the switch, you can reset the switch to factory defaults and configure it as a new switch. This document provides the step-by-step procedure to reset the Cisco Catalyst Express 500 Series Switches to factory default settings.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on these software and hardware versions, but not restricted to specific software and hardware versions:

- Cisco Catalyst Express 500G–12TC that runs Cisco IOS® Software Release 12.2(25)SEG
- A PC or laptop with Windows 2000 or Windows XP installed
- A web browser (Internet Explorer 5.5, 6.0 and later, or Netscape 7.1 and later) with JavaScript enabled

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

## Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

# Background Information

The Catalyst Express 500 Series Switches can only be managed through the embedded Device Manager GUI, which is in the Catalyst Express switches, or with Cisco Network Assistant. Refer to Software Downloads (registered customers only) to download Cisco Network Assistant.

The Device Manager is a graphical device management tool that configures, monitors, and troubleshoots the switch. The simplest method to configure, manage, and monitor the switch is to use the Device Manager. You can display the Device Manager from anywhere in your network through a web browser, such as Microsoft Internet Explorer or Netscape Navigator.

## Reset to Factory Defaults

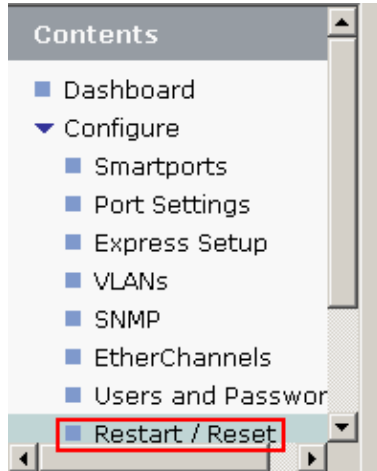
The Catalyst Express 500 Series Switches can be set to factory defaults with two different procedures:

- Reset the Switch Using the Device Manager (recommended)
- Reset the Switch When the Device Manager Is Not Available

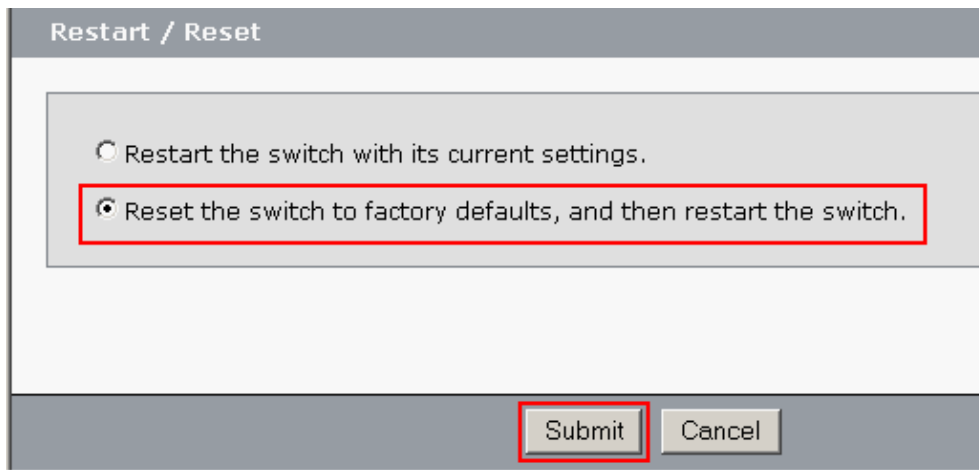
### Reset the Switch Using the Device Manager

If you cannot solve a problem through the diagnostic report or by reconfiguring a feature, either a restart or reset of the switch might help to solve the problem or help you to eliminate probable causes. Complete these steps in order to use the Device Manager to reset the switch:

1. From the Device Manager, choose **Configure > Restart / Reset**.



2. Choose **Reset the switch to factory defaults, and then restart the switch**. Then click **Submit**.



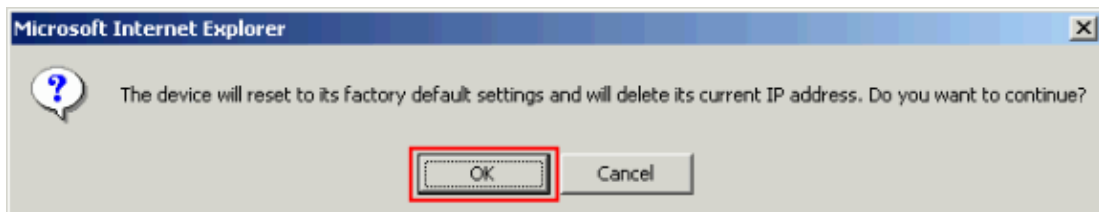
**Restart / Reset**

☐ Restart the switch with its current settings.

☒ Reset the switch to factory defaults, and then restart the switch.

This reset of the switch to factory defaults deletes all customized switch settings, which includes the IP address. The same software image is retained.

3. Click **OK** in order to continue the reset of the device.



**Microsoft Internet Explorer**

The device will reset to its factory default settings and will delete its current IP address. Do you want to continue?

The switch automatically reloads in 60 seconds. A counter displays the time that remains for the reload.



**Restart / Reset**

Device will be reloaded in 59 second(s).

4. After the switch completes the reload, configure the switch again.

This is described in the Initial Switch Configuration section.

## Reset the Switch When the Device Manager Is Not Available

These are the prerequisites in order to reset the switch without the Device Manager:

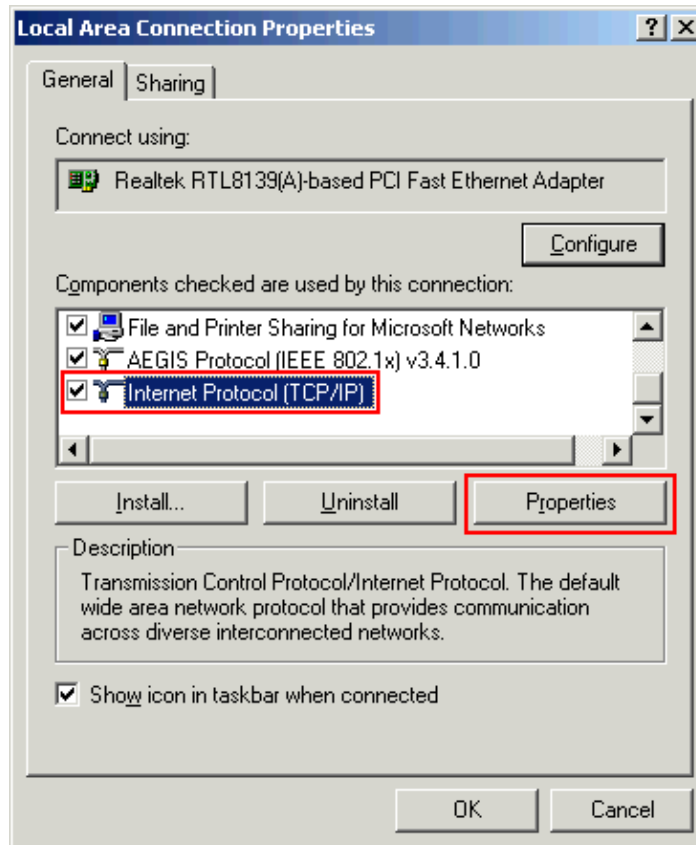
- You must have physical access to the switch.
- At least one switch port is enabled and is not connected to any device.
- A PC or laptop with Windows 2000 or Windows XP installed. A web browser with JavaScript enabled.

Complete these steps:

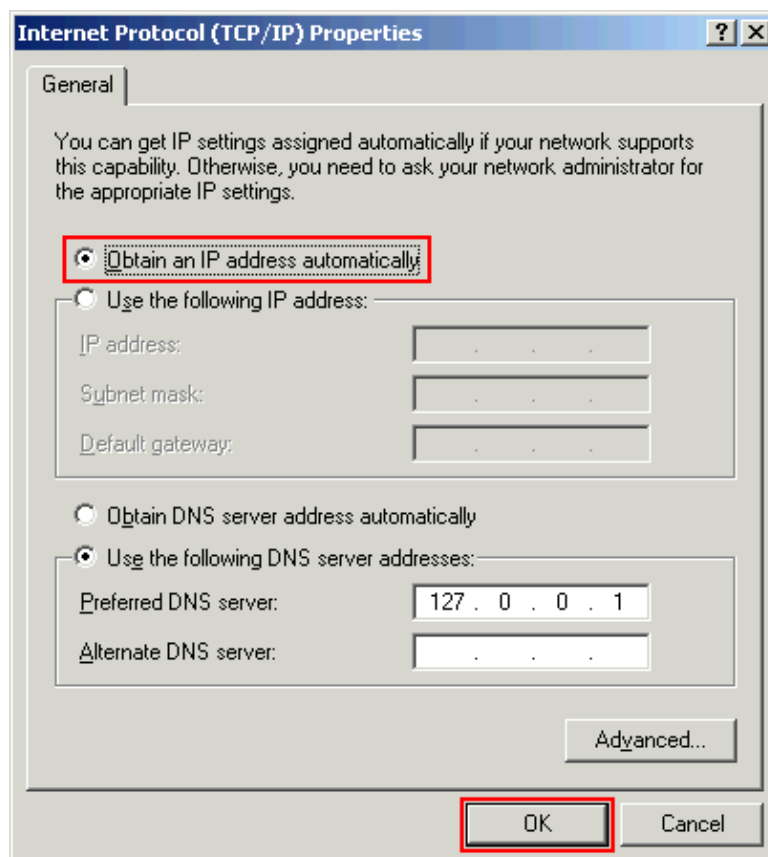
1. The LAN adapter of the PC/laptop must be configured to obtain the IP address via DHCP. Complete these steps in order to configure the PC:
  - a. Choose **Start > Settings > Network and Dial-up Connections**.
  - b. Choose the Local Area Connection for the concerned LAN adapter. Right-click and choose

### Properties.

- c. From the list, choose **Internet Protocol (TCP/IP)** and click **Properties**.



- d. Choose the **Obtain an IP address automatically** option. Click **OK**.



- e. Click **OK** in order to complete the configuration.

**Note:** If required, restart the PC in order to enable the configured settings.

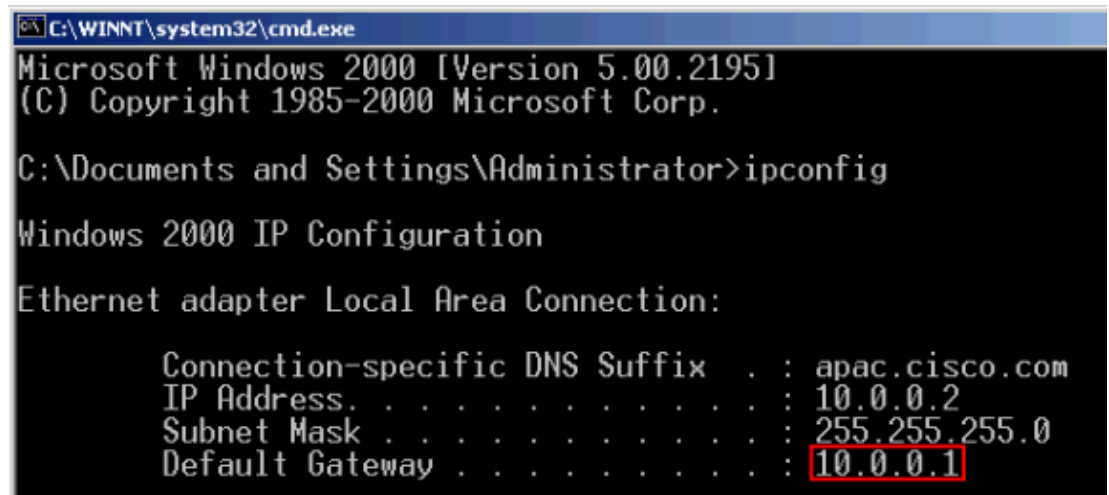
2. Unplug the power cord from the switch.
3. While you plug the power back in to the switch, press and hold **Setup**.
4. Wait until all LED indicator (System, Alert, and PoE) lights turn amber and release **Setup**.

The system LED blinks green and eventually turns to amber.

5. When you see that one of the switch port LEDs blinks green, connect your PC directly to that switch port.

The LEDs on the PC and the switch port blink green while the switch configures the connection. This takes about one minute.

6. Open a web browser. Complete these steps if the browser does not pull up the GUI automatically:
  - a. Issue the **ipconfig** command in order to view the dynamic address allocation.



```
C:\WINNT\system32\cmd.exe
Microsoft Windows 2000 [Version 5.00.2195]
(C) Copyright 1985-2000 Microsoft Corp.

C:\Documents and Settings\Administrator>ipconfig

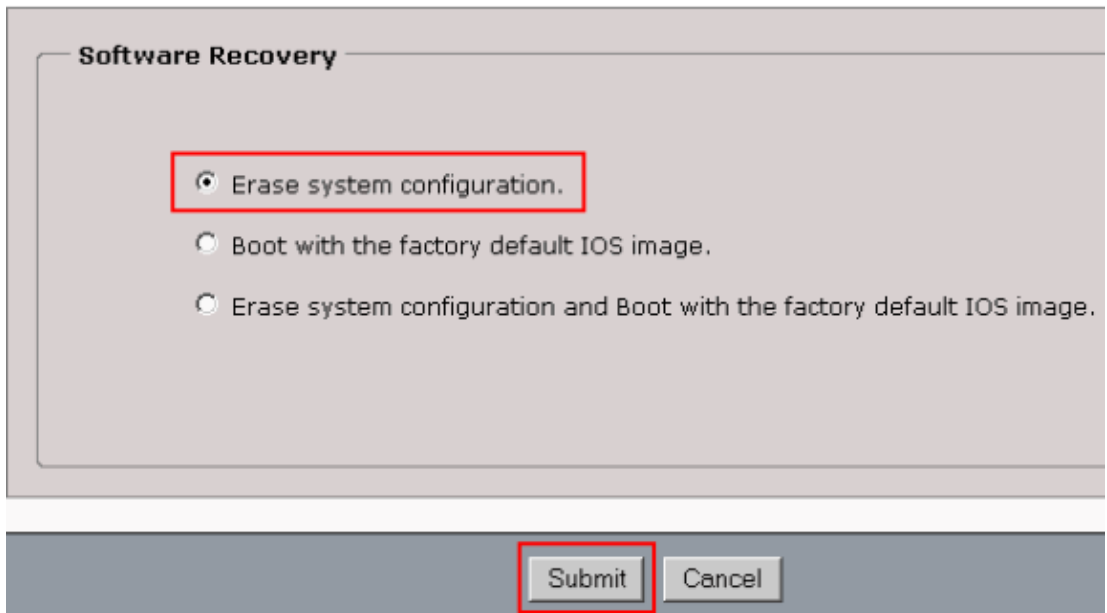
Windows 2000 IP Configuration

Ethernet adapter Local Area Connection:

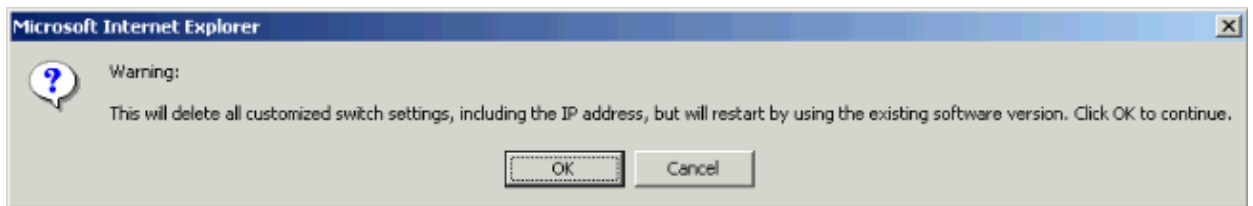
    Connection-specific DNS Suffix  . : apac.cisco.com
    IP Address. . . . . : 10.0.0.2
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 10.0.0.1
```

The switch configures its management address as the Default Gateway for the LAN adapter card of the PC.

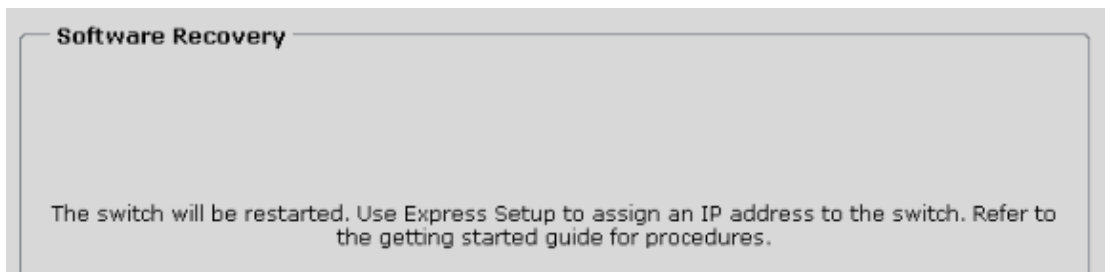
- b. From the browser, go to the mentioned IP address. For example, **http://10.0.0.1**.
7. From the Software Recovery window, choose one of these options:
  - ◆ **Erase system configuration** (recommended) Use this option to delete all the configuration settings on the switch, including the IP address, user names, and passwords, but retain the software image. If you choose this option, you must set up the switch again, as described in the Initial Switch Configuration section.
  - ◆ **Erase system configuration and Boot with the factory default IOS image** Use this option to delete all of the configuration settings on the switch and to change to the factory default software image. All files on the switch Flash image are deleted and the switch returns to using the factory default image. If you choose this option, you must set up the switch again, as described in the Initial Switch Configuration section.



8. Click **OK** in order to accept the warning and continue to erase the system configuration.



9. After the switch completes the reload, configure the switch again, as described in the Initial Switch Configuration section.



## Initial Switch Configuration

Complete these steps in order to perform the initial setup of the switch. Refer to the Getting Started Guide for the Catalyst Express 500 Switches for more information on this configuration procedure.

1. Make sure nothing is connected to the switch.
2. Power on the switch.
3. Wait for the setup LED to blink green.
4. Press **Setup** when it blinks green. One of the switch port LEDs blinks green.
5. Connect your PC/laptop directly to the switch port that blinks green.

The LAN adapter of the PC/laptop must be configured to receive the IP address via DHCP. The LEDs on the PC and the switch port blink green while the switch configures the connection. This takes about one minute.

6. Open a web browser. Complete these steps if the browser does not pull up the GUI automatically:
  - a. Issue the **ipconfig** command in order to view the dynamic address allocation.

```

C:\Documents and Settings\Administrator>ipconfig

Windows 2000 IP Configuration

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix  . : apac.cisco.com
    IP Address. . . . . : 169.254.0.2
    Subnet Mask . . . . . : 255.255.255.248
    Default Gateway . . . . . : 169.254.0.1
  
```

The switch configures its management address as the Default Gateway for the LAN adapter card of the PC.

**Note:** For Cisco IOS Software **FY** series releases, the management IP address is 10.0.0.1. For Cisco IOS Software **SEG** series releases, the IP address is 169.254.0.1.

- b. From the browser, go to the mentioned IP address. For example, <http://169.254.0.1>.
7. Enter the Network Settings and Optional Settings (if required). Click **Submit** in order to save changes and finish basic configuration.

The image shows a configuration window with two sections: "Network Settings" and "Optional Settings".

**Network Settings:**

- Management Interface (VLAN): 1
- IP Assignment Mode: ☒ Static ☐ DHCP
- IP Address: 172.16.100.100 (highlighted with a red box)
- Subnet Mask: 255.255.0.0 (highlighted with a red box)
- Default Gateway: 172.16.1.1 (highlighted with a red box)
- Username: cisco
- Password: (masked with asterisks)
- Confirm Password: (masked with asterisks)

**Optional Settings:**

- Host Name: CE500-Switch (highlighted with a red box)

At the bottom, there are "Submit" and "Cancel" buttons. The "Submit" button is highlighted with a red box.

8. Enter the configured User Name and Password in order to continue the configuration of the switch.

The image shows a dialog box titled "Enter Network Password". It contains the following fields and options:

- Site: 169.254.0.1
- Realm: level\_15\_access
- User Name: cisco (highlighted with a red box)
- Password: (masked with asterisks, highlighted with a red box)
- ☐ Save this password in your password list
- Buttons: OK, Cancel

9. For the Smartports dialog window:

- ◆ Click **Yes** and **Submit** in order to accept the predefined port roles. The Smartports window appears. You can change the predefined roles or apply new port roles.
- ◆ Click **No** and **Submit** in order to apply the Smartports roles yourself.

**The initial configuration of the switch is complete.**

Before connecting any devices, you can optimize switch performance by assigning Smartports port roles to switch ports. Port roles provide enhanced security, reliability, and performance by enabling port features based on the device that the port connects to. You can assign port roles one at a time or enable a standard Smartports configuration. For this switch, a standard Smartports configuration would assign the following port roles:

- Ports 1 to 4 - Access points
- Ports 5 to 24 - Desktops and computers
- High-speed ports 1 and 2 - Ethernet switches

You can also assign port roles for routers, IP telephones and other devices.

☐ Yes, enable the port roles and display the Smartports dialog

☒ No, Thanks

Submit

10. Restart the switch without turning off the power.

**Restart / Reset**

☒ Restart the switch with its current settings.

☐ Reset the switch to factory defaults, and then restart the switch.

Submit Cancel

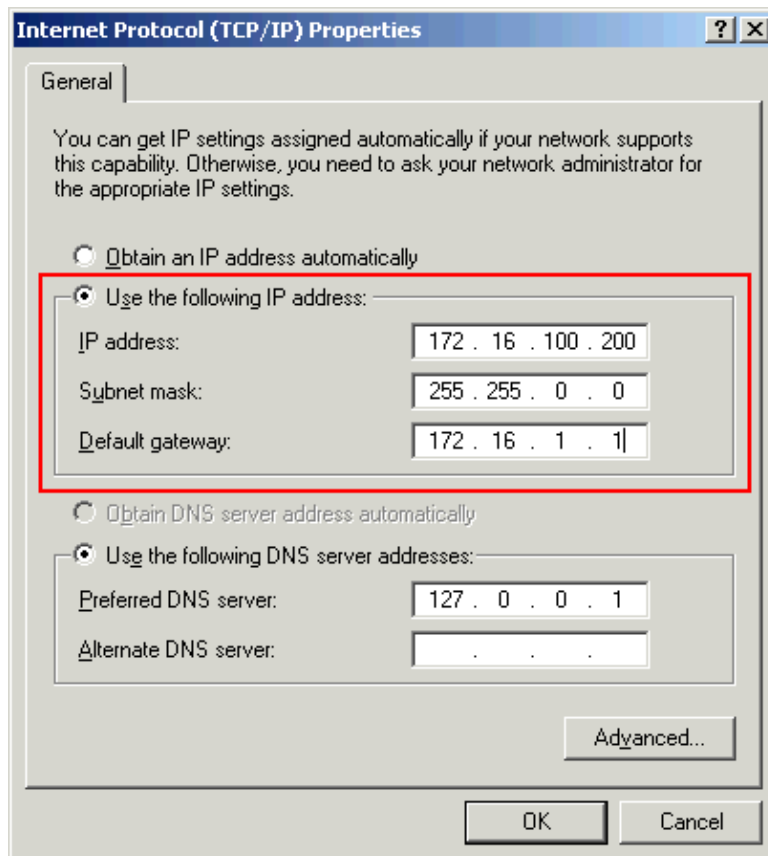
The switch automatically reloads in 60 seconds. A counter displays the time that remains for the reload.

**Restart / Reset**

Device will be reloaded in 59 second(s).

11. Close the web browser.
12. Reconfigure the LAN adapter with an IP address within the same subnet of the new management address of the switch.





13. When the switch comes up, open a web browser and go to **http://<CE500\_Management\_IP\_Address>** . For example, **http://172.16.100.100**.

**Note:** Once the initial configuration is completed, the switch can be managed through any switch port which is configured for the same VLAN as that of the management IP address.

14. Refer to Catalyst Express 500 Series Switches Configuration Example for more information on how to configure Smartports and other features in the switch.

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## Related Information

- [Catalyst Express 500 Series Switches Configuration Example](#)
- [Getting Started Guide for the Catalyst Express 500 Switches](#)
- [User Guide for the Catalyst Express 500 Switches](#)
- [LAN Product Support Pages](#)
- [LAN Switching Support Page](#)
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